

State of Montana Information Technology Managers Council

Minutes
December 7, 2016
8:30 a.m.
DEQ Room 111

Members Present:

Sky Foster, AGR, Chair
Ron Baldwin SITSD/CIO
Dan Chelini, DEQ
Angie Riley, MPERA

Tim Bottenfield, DOR
John Daugherty, COR
Larry Krause, DOC
☞Kreh Germaine, DNRC

Staff Present:

Wendy Jackson, Marilu Hanson

Guests Present: Alex Ostberg, Jody Troupe, Chris Hope, Veronica Lamka, Becki Kolenberg, Tami Gunlock, Linda Kirkland, Joe Frohlich, Lynne Pizzini, Sean Rivera, Matt Van Syckle, John Noble, Tiffany Fox, Irv Vavruska, Tom Murphy, Denise Adamson, Erica Johnston, Audrey Hinman, Matt Pugh, Amber Conger, Jennifer Schofield, Manual Soto, Tom Marino, Susan Murray, Cheryl Pesta, Bryan Shaw, Larry Sheldon, Jerry Marks, Joe Chapman, Dale Gow,

☞ **Real-time Communication:** Jessica Plunkett, Jerry Steinmetz, Jacklynn Thiel, Kyle Belcher, Amber Godbout, Alan Grover, Anne Kane, Aaron Mook, Amanda Sayler, Michael Sweeney, Beth Stephenson, Peder Cannon, Maryann Costello, Chris Gleason, Phillip English, Christi Mock, Pete Wiseman, Randy Haefka, Robert Cash, Rebecca Cooper, Erika Billiet, Sue Leferink, Stacy Ripple, Irene Stone, Jackie Thiel, Jack Marks, Michael Barbere, Mike Cochrane, Cindy Petersen, Dan Andresen, Michael Jares, Daniel Nelson, Dawn Temple, Dave Johnson, Darrin McLean, Steve Larsen, Dan Mossman, Tammy Peterson, Danny Straw, Theresa Bousliman, David Swenson, Tim Kosena, Tyler Weingartner, James Thomas, Jenifer Alger, Judy Kelly, Ted Joern, Mandi Hinman, Lisa Mader, Kristin Burgoyne, Matt Jackson

Welcome and Introductions

Sky Foster welcomed the council to the December 7, 2016 ITMC meeting. All members and guests were introduced.

Minutes

John Daugherty stated that the agency for Joe Chapman needs to be changed from JUD to DOJ.

Action Item: Chief Information Officer (CIO) Support Staff will make the required changes to the November 2, 2016 minutes.

John Daugherty made the motion to approve the November 2, 2016 minutes. Angie Riley seconded the motion. Motion carried.

Request for New Member Nominations

Jennifer Schofield stated that there is an executive position that needs to be filled within the Information Technology Managers Council (ITMC). Potential candidates may be from any department other than those currently represented. There is also an open position within the enterprise representatives for the Legislative Audit Division. The list of council members and enterprise representatives can be found on the ITMC website at <http://sitsd.mt.gov/Governance/Boards-and-Councils/ITMC>, or contact Ms. Schofield at jschofield@mt.gov. Potential nominees will need to complete an application and send it to Ms. Schofield by December 21, 2016. This application is available on the ITMC website. Applications will be sent to the Governor's office for approval.

Action Item: Ms. Schofield will email the ITMC member application to ITMC members.

State CIO Update

Ron Baldwin stated that the Information Technology (IT) Conference will be held from December 12, 2016

through December 16, 2016 at the Radisson Hotel. The Information Technology Board meeting will be held on Tuesday, December 13, 2016 in the Natatorium at the Radisson Hotel. Mr. Baldwin stated that James Schneider is no longer employed with the State Information Technology Services Division (SITSD). This position will not be backfilled. Tami Gunlock will serve as Manager of the Office of Finance and Budget and Linda Kirkland will serve as Manager of the Office of Contracts and Asset Management. All budgets will be reviewed in the agency's sub-appropriations committee during Legislative Session. The SITSD budget will be reviewed in the General Government Committee. Mr. Baldwin will brief the legislators on Volume 10 and provide support for agency CIOs during their testimonies as they relate to Volume 10. Mr. Baldwin will conduct an Earned Value training class on Friday, December 9, 2016 at 1:30 PM in Cogswell Room 151. The Legislative Finance Committee (LFC) SharePoint website has been revised to increase ease of use and functionality. Mr. Baldwin stated that projects that have been re-baselined will receive his personal attention and will require justification. Agencies should consult with Mr. Baldwin prior to re-baselining.

Business

GovDelivery Update

Amber Conger gave a report on GovDelivery and Montana Interactive (MI). A meeting was held with GovDelivery to review a cost proposal for an Enterprise Solution. There is an opportunity to sign an Enterprise Agreement with excellent pricing and expanded capabilities. Ms. Conger will continue to work with GovDelivery in conjunction with agency Public Information Officers (PIO)s, CIOs and the state CIO on pricing rates for an Enterprise Solution. Once an Enterprise Solution is identified, it will be reviewed by the Enterprise Information Technology Financial Workgroup (EITFW) and sent through the Department of Administration (DOA) internal approval policy.

ISIRT 3 Hour Tabletop Summary

Sean Rivera gave a report on the Information Technology Services Information Systems Instant Response Team (ISIRT) 3-hour table top exercise. A printed copy of the ISIRT manual was provided to ISIRT members. A fictitious scenario was developed and addressed by the ISIRT team. At the end this scenario the ISIRT team performed a review to identify any security or procedural gaps. Subsequently, agency CIO contact information was added to the ISIRT manual. ISIRT members also ensured that the backup ISIRT command post in the Cogswell Building has the necessary supplies and materials needed for an ISIRT event. Agencies interested in holding tabletop exercises at their facilities should contact Mr. Rivera at SRivera@mt.gov.

IT Convergence

Matt Van Syckle gave a brief report on the progress of IT Convergence. To date, five agencies have been converged and their virtual storage migrated into the Enterprise Environment. 220 Terabytes of storage have been moved and two Disaster Recovery (DR) drills have been completed. Seven more agencies are scheduled to complete convergence by February, 2017. Mr. Van Syckle commented that it would be beneficial for agencies to schedule a Disaster Recovery Drill with Mr. Rivera if they have not done so recently.

ITPR Automated Process

Audrey Hinman gave a demonstration of the Information Technology Procurement Request (ITPR) process. Ms. Hinman illustrated how to fill out the automated ITPR form and where to attach documents. There are instructions located at the top of submitted ITPR for correcting errors. Once submitted, forms can be withdrawn but not deleted. Active ITPRs, procurements, past submissions and withdrawals can be located on the agency cue. Information can be copied from previous ITPRs. ITPRs that have not been submitted can be saved and retrieved for completion at a later date. An ITPR draft can be reviewed and edited by anyone in the agency that has administrative rights. Submitted ITPRs can be viewed by anyone in the agency. Agencies can only view ITPR's submitted by their agency. The guidance document is being updated and will be available on MOM on December 9, 2016. A procedure document will also accompany the rollout of the ITPR process. The automated ITPR system is tentatively scheduled for rolled out after Legislative Session. The ITPR process can be found at sitsdservices.mt.gov. For questions regarding the ITPR process, please contact Ms. Hinman at ahinman@mt.gov.

Larry Krause suggested that the reference be changed to say section, goal or objective instead of the page number.

Action Item: Mr. Baldwin will look into changing the listing of the ITPR to state section, goal or objective.

Mr. Frohlich commented that it would be helpful to be able to view the completed ITPRs of other agencies.

Action Item: Mr. Baldwin will talk to Ms. Hinman about allowing agencies to view the completed ITPRs from other agencies.

File Transfer Service Outlook Add-in

Ms. Hinman stated that there is an add-in to Outlook that will advise employees to send all emails containing Personally Identifiable Information (PII) via the File Transfer Service (FTS). FTS is available to any agency using System Center Configuration Manager (SCCM). Once this service is installed, a button will appear in the user's Outlook tool bar which will provide to option to send the email via the FTS. Recipients will need to go to transfer.mt.gov to retrieve the email. This is in addition to the Data Loss Prevention (DLP) initiative which will be enacted in July 2017. Users should contact Ms. Hinman with any questions related to this add-on.

Change Requests and Authorized Individuals

Irv Vavruska stated that agencies will have the control and management of the authorized individuals lists. An email was sent out to all department directors, IT managers and security officers. This email outlined the naming convention to be used when creating these list. Agencies are requested to create seven different after-directory groups including; Security Contacts, Firewall Requesters, Web Content Filtering Requesters, Internet Activity Records Requesters, Email Records and Holds Requesters, Phone Records Requesters, and vRealize Requesters. Questions should be directed to Irv Vavruska at ivavruska@mt.gov

Guest Wireless Workgroup Update

Jody Troupe gave an update on the Guest Wireless Workgroup. This workgroup identified key business needs related the guest wireless service. It was determined that both the hotspot and the registered services are in very high demand. The new wireless service will stay live for 12 hours at a time and the service will run 24 hours, seven days a week, 365 days a year. Agencies will dictate wireless service use regulations. The web filtering policies on the new wireless service will remain the same as the pervious guest wireless. The workgroup is continuing to explore reporting options including utilization, number of users and bandwidth usage. The wireless service is being deployed as emergency roll out in certain locations. The service is being tested at the Mitchell Building and the functionality of this service will be discussed on Thursday, December 15, 2016 at 11:15 AM at the IT Conference at the Radisson Hotel here in Helena. Questions should be directed to Ms. Troupe at jtroupe@mt.gov

Q: Mr. Krause: Are the reporting options going to address employee streaming on unauthorized material on their personal devices?

A: Ms. Troupe: Mobile Device Management (MDM) allows for greater visibility into employee wireless usage. This tracking becomes much more difficult with non-state employees using the network. If steaming of unauthorized material is a concern, agencies should opt to install the registered service in that area.

Session Systems Replacement Project for LAWSII

Susan Murray updated the council on the progress of the Session Systems Replacement Project. Publishing of the Annotations for the 2015 Montana Code Annotated (MCA) has been completed and Universal Serial Bus (USB)s for the annotations have been produced and sent to subscribers. The Bill Drop Request Work Flow was completed in September, 2016. This workflow is heavily utilized prior to the Legislative Session by drafters and legal staff to create bill draft requests and send them through the work flow internally. The Caudification System, is production ready but will not go into production until the Legislative Session has been completed. MCA will be converted to XML. This will change the Uniform Resource Locator (URL)s that the MCA is using on the web currently. The URL links will work until the end of the Legislative Session and be discontinued after session has ended. An email notification will be sent out regarding the discontinuance of these links. For questions, contact Legislative Help Desk at 444-0912 or Ms. Murray at smurray@mt.gov.

MDM Self Service Portal Demo

Jerry Marks gave a Mobile Device Management update. To date there are 1,934 devices in AirWatch. The restrictions are implemented through F5 Access Policy Manager (APM) which allows traffic to be redirected for Outlook Web Access (OWA). The OWA landing will be updated to allow for RSA Two Factor authentication. Mr. Marks demonstrated the password reset process which allows Bring Your Own Device (BYOD) users to

conduct a passcode reset via the self-service portal. Mr. Marks recommended that employees use their agency Group ID rather than their email addresses for verification. The self-service portal can also be used to locate lost or misplaced iPhones and remotely lock devices. Mr. Marks proposed a change to the privacy policy to include the collection of phone numbers from BYOD devices to allow the MDM administrator to contact individuals if necessary.

Standing Reports

MT-ISAC Update

Joe Frohlich gave an update of the November 17, 2016 Montana Information Security Advisory Council (MT-ISAC) meeting. The Division Administrator for Risk Management and Tort Defense, Brett Dahl, gave a presentation on cyber security insurance which is posted on the MT-ISAC website at <http://sitsd.mt.gov/Governance/ISAC>. An update was given regarding the Server antivirus licensing with Sophos which is still in negotiations. Data Loss Prevention (DLP) was discussed and will be in audit mode until July, 2017. The File Transfer Service should be utilized to send information blocked or flagged by DLP. DLP will be voted on at the January 11, 2017 MT-ISAC meeting.

Enterprise IT Financial Workgroup (EITFW)

Erica Johnston gave a report on the development and finalization of the Volume 10 which is an executive summary of IT expenditures across all agencies. This Volume is being used to identify opportunities for cost savings due to the IT Convergence. Volume 10 will be discussed in individual appropriation committees. EITFW will hold meetings as needed throughout the Legislative Session and will continue to review decision briefs as they are received. Ms. Johnson stated that it would be beneficial for agency CIOs to attend the December 8, 2016 EITFW meeting as Amy Sassano will be attending to discuss what agencies can expect in the subcommittee hearings.

Action Item: CIO Support Staff will add the CIO Group to the EITFW December 8, 2016 meeting invite.

Legacy Systems / End of Life Planning

Mr. Baldwin gave an update on Legacy Systems / End of Life Planning. The workgroup is preparing a report template and has met with Innawake regarding mainframe re-platforming. The workgroup also met with Oracle to discuss the AuraPlayer option. A meeting is also planned with a Microsoft partner regarding tools that could be applied to re-platforming and migrating legacy.

Asset Management and Inventory Workgroup

Tim Bottenfield gave an update on the Asset Management and Inventory Workgroup. The workgroup is drafting a document to present to the ITMC in January 4, 2017. ITMC will use this workgroup report to make a decision regarding Asset Management and Inventory. A member of the workgroup will attend the January 4, 2017 ITMC meeting to address any questions the council may have.

eGov

Joe Chapman stated that meetings have been conducted with Oklahoma and Tennessee regarding their approach to eGov and software development. Oklahoma manages the payment processing and outsources through contracts for application development. Tennessee has a subsidized model, with outsourcing for the payment portal and in-house software development. Mr. Chapman stated that meetings are planned to discuss eGov options with Utah and Texas. The workgroup will make a recommendation to the Information Technology Board (ITB) at the December 13, 2016 meeting that the current contract with MI be extended for one year to allow for further research into available options.

Mr. Baldwin stated that fifteen letters were received specifically admonishing the Department of Administration to fully exercise the remaining three option years in the MI contract.

Member Forum/Future Agenda Topics

Larry Krause discussed the use of DocuSign for digital signature capability as a possible Enterprise Solution. Mr. Krause stated that he will pursue communications with DocuSign to schedule a vendor demonstration and explain the potential benefits of this product as an Enterprise Solution

Public Comment

none

Important Deadline Review

IT Conference next week starts Tuesday December 13, 2016

December 31, 2016 Discovery of Life

ECIM ends December 2016

Adjournment

Next Meeting January 4, 2017 in DEQ Rm 111

Adjourn

The meeting was adjourned at 10:31 AM